

TITLE: Systems Administrator

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DEPARTMENT: Finance and Management ServicesREPORTS TO: Information Technology ManagerSUPERVISES: May act as lead to Technical Support SpecialistsDEFINITION:

Plans, designs, acquires, installs, and maintains the City's networked systems including wiring, communication hardware and software, server hardware, operating systems, network management software, and electronic mail system. May act as lead to Technical Support Specialists.

ESSENTIAL JOB FUNCTIONS-- (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Performs system administration tasks on multiple network systems including Alpha OpenVMS, IBM AS400 and Microsoft NT/2000 server operating systems and application software such as Microsoft Exchange.

Monitors and evaluates network and systems performance. Manages network traffic including printing, file serving and connectivity to other agencies.

Plans, designs, evaluates, procures, and installs software and hardware upgrades and patches where needed to optimize performance.

Performs system and data backup and retrieval.

Provides technical support to users regarding network services and applications. Manages user accounts, system queues, and network print and file services.

Resolve hardware errors, resource problems or security violations using available tools.

Recommends, procures, installs, and coordinates repair of peripheral devices such as workstations and printers. Develops and implements physical and logical network connections.

Install, maintain and configure network hubs, switches, and routers and all network infrastructure connectivity.

Manages user accounts on all systems including Alpha, AS400, Windows and Exchange.

Administers vendor hardware and software maintenance contracts. Works with vendors to obtain cost estimates for new equipment and assistance in system design.

Installs and configures system software, networking software, and application software. Analyzes and resolves software problems. Administers Anti-virus software.

Researches and develops materials for user training courses regarding system services and applications. Conducts training courses. Attends user meetings to provide information and answer questions.

Consults with users to identify potential new services. Develops proposals including time, equipment, and cost for implementation of new services.

Remains current with new equipment and technical developments in the field of computer technology.

### OTHER JOB FUNCTIONS

Updates and maintains system inventories.

Performs other related duties as assigned.

### WORKING CONDITIONS:

Duties are primarily performed in an office setting while sitting at a computer terminal. Employees risk physical hazards from working with energized lines and equipment, high levels of noise, and VDT radiation. Physical exertion is required to lift equipment ranging in weight from 20-80 lbs., pull lines and cables, bend, and reach for lines and equipment. Subject to 24-hour call back for emergency conditions.

### QUALIFICATIONS:

#### Knowledge of:

- OpenVMS system architecture and operating systems.
- Microsoft NT/Windows 2000 server systems.
- Microsoft Exchange 2000
- Network protocols such as TCP/IP
- Microsoft SQL Server Administration, Exchange Server, Citrix Terminal Server.
- MS Operating systems from MS-DOS to Windows 2000.
- Programming languages used for menu functions.
- Principles, practices, and techniques of data processing.
- System software and hardware installation and maintenance.
- Network management.
- Electronic mail maintenance.

#### Ability to:

- Install and maintain servers using a variety of operating systems, networking and personal computer systems including peripheral devices.
- Develop and conduct training for system hardware, software, and applications.
- Analyze problems, procedures, data and develop solutions.

- Convey technical information to users.
- Effectively plan and implement network strategies for optimum network efficiency.
- Communicate effectively, both orally and in writing.
- Develop clear and concise documentation and procedures.
- Physical ability to perform the essential functions of the job.
- Use test equipment, diagnostic software and hand tools.

Education and Experience -- Any equivalent combination of education and experience which provides the applicant with the knowledge, skills, and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

Bachelor's degree in computer related field, or equivalent combination of education and experience, plus 3 to 5 years of OpenVMS, Microsoft Windows NT/2000 network administration, and personal computer maintenance and installation.

Licenses, Certificates, and Other Requirements

MicroSoft Certified Systems Engineer (MCSE) preferred.  
Valid driver's license.